

Governor's Advisory Board for Telecommunications Relay

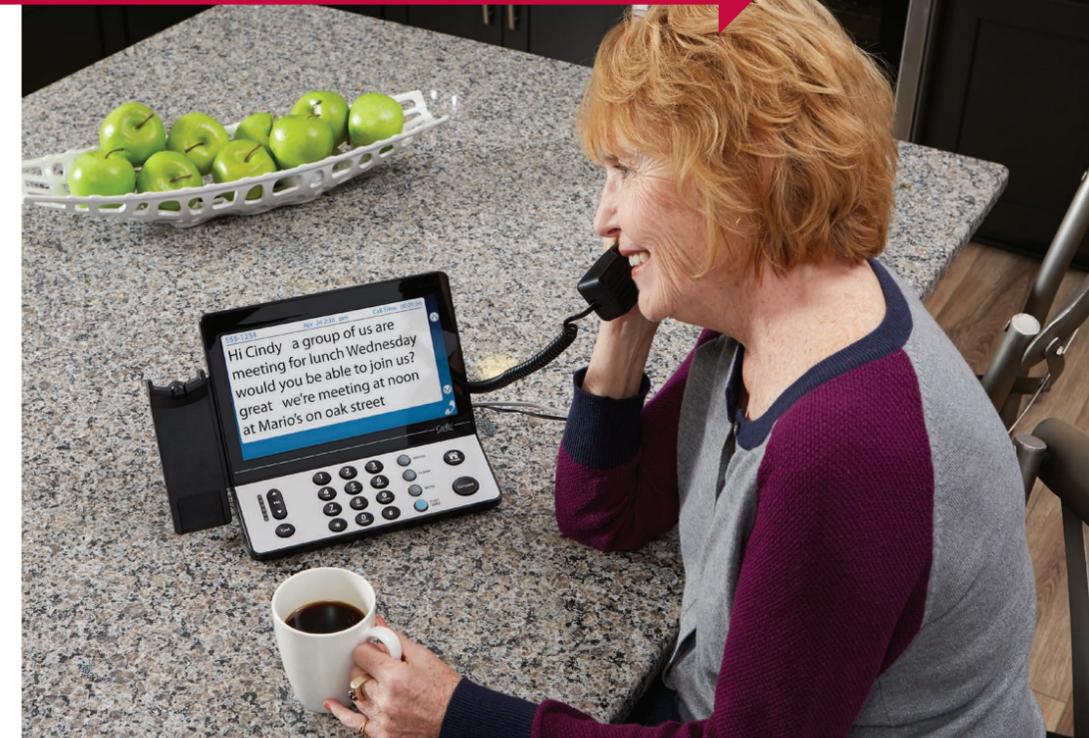


Telecommunications Access of Maryland

Director's Report
David Bahar

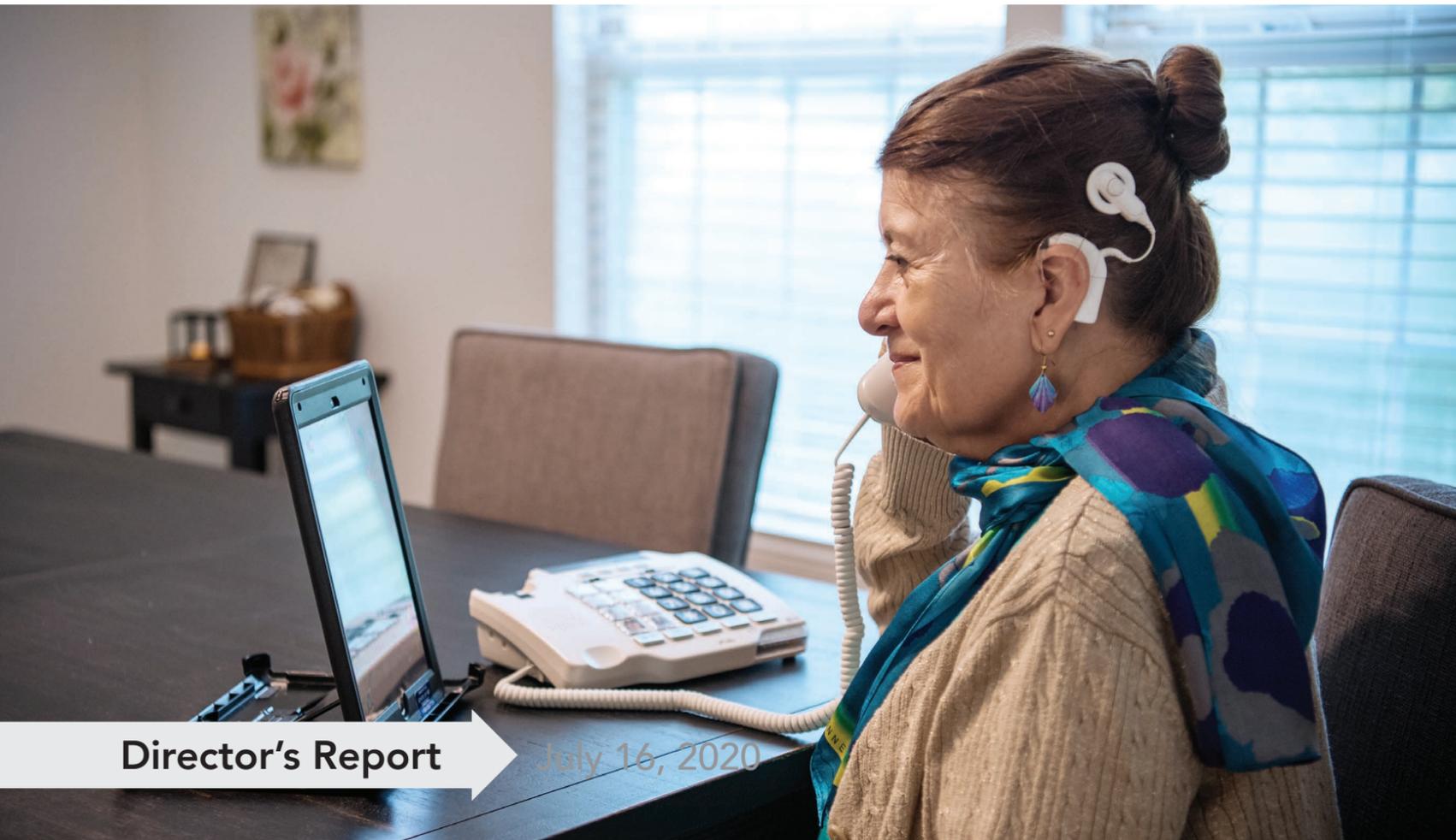
Vision for Telecommunications Access of Maryland (TAM)

- Telecommunications Relay is a living, breathing service where new technologies replace old technologies
- The innovative newer technologies for Relay services are easily user-friendly, and new telecommunications equipment shows promise for supporting an accessible world
- Many hard of hearing individuals who could really benefit from Relay services are currently not using them
- Many individuals who have difficulty using a standard telephone— that could benefit from MAT equipment— are unaware of the MAT program



Contracts Update

- Telecommunications Relay Services (TRS) contract
- Maryland Accessible Technology (MAT) Accessible Telecommunications Equipment (ATE) contract



Staff Announcements

- Maryland Relay Manager
 - New hire: Travis Dougherty
- TAM Outreach Manager
 - New hire: Donna Broadway-Callaman
- MAT Program Specialist
 - No hire: PIN currently frozen
- TAM Finance Manager
 - Open
- Administrative Assistant (Contracted Position)
 - Open



Travis Dougherty
Maryland Relay Manager

Donna Broadway-Callaman
*Maryland Relay Public Relations
& Outreach Manager*



Transition Update

- Transition from Department of Information Technology (DOIT) to Maryland Department of Disabilities (MDoD) official as of 7/1/2020
- Administrative tasks related to transition pending; estimated completion, late July 2020
- TAM financial accounts in limbo until the transition is complete
- TAM Director participation in MDoD Leadership Team meetings and Policy Team meetings



Financial Update

	FY16 Actuals	FY17 Actuals	FY18 Actuals	FY19 Actuals	FY18 Projected
Beginning Balance	\$12,613,123	\$14,404,421	\$14,229,803	\$13,907,802	\$13,883,429
Revenue (Interest)	\$0	\$0	\$0	\$0	\$0
Revenue	\$5,349,363	\$2,961,097 (@ \$0.5/acct)	\$2,427,978	\$2,633,409	\$4,518,665
Expenditures	\$3,558,065	\$3,135,715 (incl. \$1.2m tablet program)	\$2,749,979 (excl. internet based relay = \$9-12m)	\$2,347,288 (exclu. senior call check and new TAM initiatives and excl. internet based relay = \$9-12m)	\$4,518,665
Beginning BRFA Transfers	\$0	\$0	\$0	\$0	\$0
Ending Balance	\$14,404,421	\$14,229,803	\$13,907,802	\$13,883,429	\$14,202,218



Questions?



Maryland Relay

Dial 7-1-1

Manager Report

Travis Doughtery

Hello! I am the new Maryland Relay Manager

travis.doughtery@maryland.gov | 202-753-9119 (VP)

The new Relay contract, which was awarded to Hamilton and became effective on March 1st, 2020, brings in two new Relay services:

**Remote Conference Captioning
(RCC)**



**Real-Time Texting
(RTT)**



Remote Conference Captioning (RCC)

- We established a focus group to develop the regulations governing the use of RCC in the state of Maryland
- Based on feedback, we are working with Hamilton on some modifications to the current contract to improve client experience with our RCC service
- We developed an instruction sheet on how to use RCC

Real-Time Texting (RTT)

- **We are the first state to offer RTT Relay service**
- We are also adding a third outreach coordinator position to our team focusing on RTT
- Because RTT is so new, Maryland will have to take the initiative in laying much of the groundwork for RTT Relay services
- For example, issues with wireless carriers converting RTT calls to TTY before they hit our call centers, so our agents are not seeing any RTT calls yet
- We are working actively to solve these issues along with Hamilton, MDoD, DoIT and Gallaudet TAP

Real-Time Texting (RTT)

KNOWN ISSUES

- Any RTT calls made to 711 will still go through TTY gateway, which requires the user to type GA and SK, and limits the conversation to one person talking at a time
- Maryland PSAPs are not prepared to accept RTT 9-1-1 calls

ACTION ITEMS

- We have reached out to all of the wireless carriers to ask them to work with Hamilton to negotiate an interconnect that will allow RTT calls to pass through to 7-1-1 without going through TTY conversion
- NG 9-1-1 technology can support RTT, and around 80% of PSAPs in Maryland are running on the NG 9-1-1 system. We also expect more counties in Maryland to adopt NG 9-1-1 in the coming years and have communicated the need for 100% NG 9-1-1 across Maryland so that anyone—including Maryland Relay users—can connect to 9-1-1 using RTT

Marketing

- DIG Weekly Webinar - "Overview of TAM and the future of the relay industry." June 30, 2020
- TAM Video Production
- Expanding outreach service for Spanish Relay





Questions?



**Maryland Accessible
Telecommunications**
Equipment Distribution Program

Manager Report
Kevin Steffy

General Updates

- From April to June 2020, MAT has received **67 new applications** and distributed a total of **36 pieces of telecommunications equipment**
- In the previous quarterly report, we distributed a total of 116 pieces of telecommunications equipment
- There is a difference of 80 equipment pieces between the previous and current quarters
- For an obvious reason, this is due to COVID-19, which prevents us from doing the evaluations with clients in person; and instead, evaluators have to do them remotely if possible
- Now that we are in Phase 2, **we are able to meet with some clients in person**—with the understanding that we must use PPEs and make sure that everything is properly sanitized
- Most of the senior and nursing centers are not allowing evaluators to come in for the assessment until further notice

Equipment Updates

Below are the numbers for distributed equipment from April–June 2020

Amplified Phone: **15**

Amplified Phone with Amplified Voice
Output: **3**

Captioned Telephone: **3**

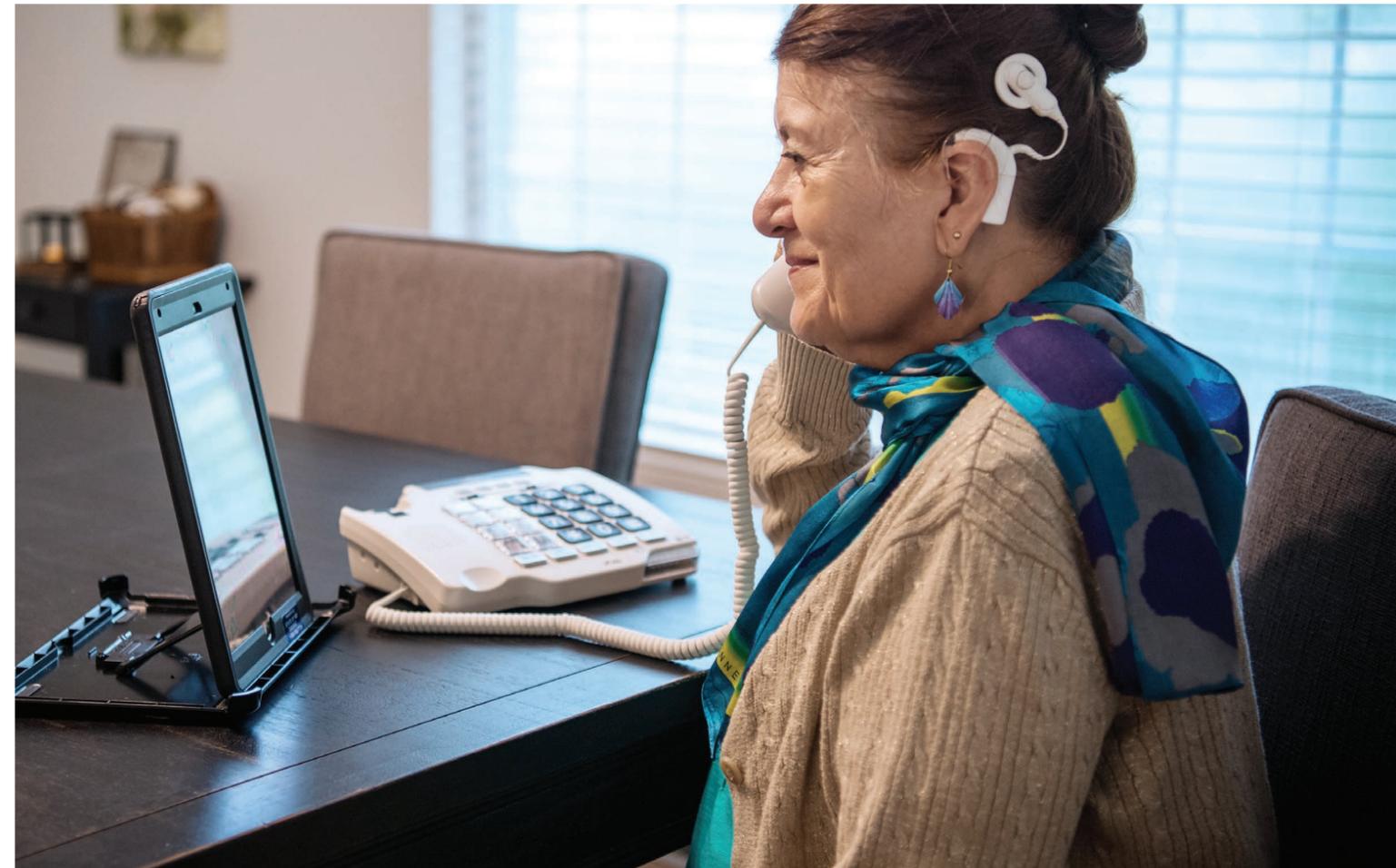
Emergency Alert System: **1**

Hands-Free Phone: **3**

iPad: **6**

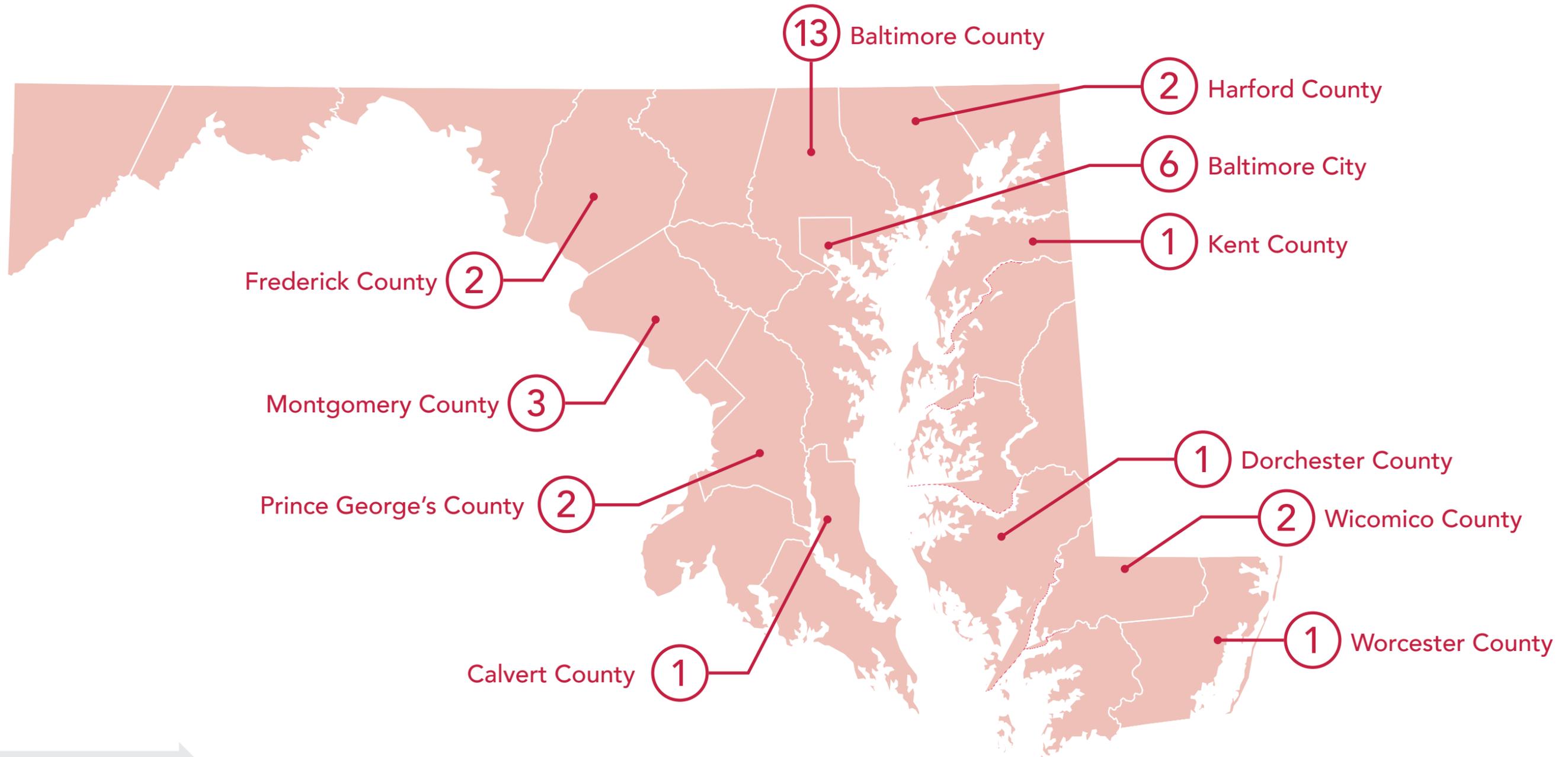
Miscellaneous: **2**

Wireless Device: **3**



Equipment Updates

Below are the numbers for equipment by county from April–June 2020



Equipment Updates

Below are the numbers for distributed equipment from July 2019–June 2020

Amplified Answering Machine: **5**

Amplified Phone: **115**

Amplified Phone with Amplified Voice

Output: **6**

Captioned Telephone: **26**

Control Switch: **1**

Cordless Phone: **1**

Dialing Aid: **1**

Emergency Alert System: **4**

Hands-Free Phone: **12**

Hearing Aid Accessory: **1**

iPad: **33**

Memory Dialing Aid: **1**

Memory Phone: **2**

Miscellaneous: **5**

Phone Holder: **1**

Phone Ring Signaler: **9**

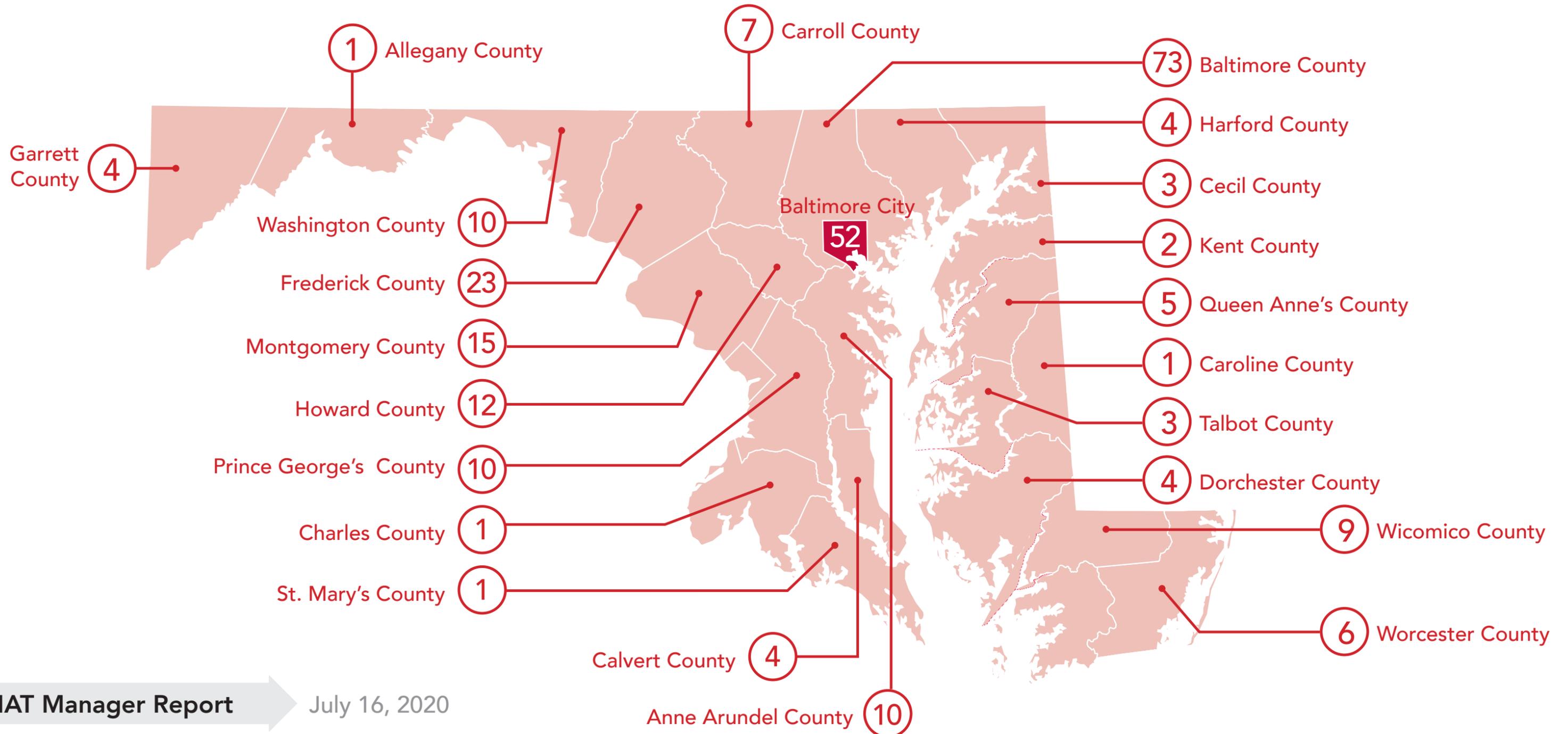
Speakerphone: **3**

Synthetic Speech System: **2**

Wireless Device: **32**

Equipment Updates

Below are the numbers for equipment by county from July 2019–June 2020



Focus Groups

- Jane Hager, one of our evaluators, and I have been working on the details to host a **focus group event**— which was originally planned to be held on June 6th in Towson, but had to be canceled due to COVID-19
- We decided to postpone it to the following dates:
 - September 19th
 - September 20th
 - September 26th
 - September 27th
- We will have **7 groups** which are Deaf, hard of hearing, Deaf-Blind, low vision/blind, speech, mobility, and cognitive
- There will **4 groups** total—Deaf, hard of hearing, Deaf-Blind and low vision/blind— on the weekend of 19th and 20th in Towson
- There will be **3 groups**—speech, mobility, and cognitive—on the weekend of 26th and 27th in Glen Burnie
- There are **ten slots available for each group**; we will create the waiting list if there are more than ten individuals who are interested in this event
- **We will release a press release as soon as possible**

Trainings for Evaluators & Outreach Coordinators

- Bellman and Symfon – New products
- RAZ – Memory Cellphone
- LVS Tek – BlindShell Cellphone
- Lingraphica – TouchTalk
- Sarah Calhoun, AT specialist with Apps for speech and cognitive individuals – Apps
- SquareGlow – August 6th regarding new products
- Ellen Perkins from Gallaudet – August 6th regarding Cochlear Implants and telephone compatibility with CIs



MAT Application Form

- I have been working to **revise our MAT application form**.
- The changes will be as follows:
 1. The pages will be re-sorted
 2. The envelope will be replaced with a prepaid envelope, so applicants do not have to provide a stamp in order to send in their application
 3. Part 3 (The Acceptance of State Property) will move to the end of the application; this will allow applicants to be able to keep it for their records and then mail the remainder of the application form to MAT. Also, the signature of acceptance will be on another page
 4. Disability Certification Form (DCF) will require Speech-Language Pathologist (SLP) for speech applicants and physical therapists for mobility applicants
 5. We will remove "Maryland" from the License and Certification # because there are several applicants who live near state lines and their doctors are therefore in neighbor states. We feel that it is unfair to force them to find a doctor in Maryland just to sign this DCF



Boards, David and I discussed with AG Kevin Harp about #4 and he said we need GABTR and MDoD approvals. Would your board approve it?

Senior Call Check

- Last February, Arnold Eppel, Jeremy Sutorius, and I were testing Senior Call Check with robotic calls with TTY, Captioned Telephone, and Videophone (VP) and it did not work at all
- Then we tested with **live calls with TTY, Captioned Telephone, and VP and it worked**
- I encouraged them to put "TTY", "Captioned Telephone" and "Videophone" on their registration form for the applicants to check one of them if have one of those devices
- This would help them to know whether to use robotic or live calls to check on seniors
- Also, if they were to check either "TTY" or "Captioned Telephone," a live Operator would then call through the Relay service first
- Alternatively, if an individual checked "VP," a live Operator would then call directly to seniors
- Arnold approved and said he will make sure **these changes are on the registration form**



Maryland Relay Public Relations & Outreach Report

Donna Broadway-Callaman

*My name is Donna Broadway-Callaman and I am the new
Outreach Coordinator for Maryland Relay*

donnat.broadway-callaman@maryland.gov | 410-582-6158

Updates: What is New with Maryland Relay?

- We are now a part of the Maryland Department of Disabilities
- We are updating all three logos:
 - Telecommunications Access of Maryland (TAM)
 - Maryland Accessible Telecommunications (MAT)
 - Maryland Relay
- We will be hiring a new Outreach Coordinator who will focus on Real-Time Text (RTT) promotion
- We are promoting Remote Conference Captioning (RCC) with a new presentation, handouts, and by using it ourselves in our webinars and trainings



**Telecommunications
Access of Maryland**



Maryland Relay
Dial 7-1-1



**Maryland Accessible
Telecommunications**
Equipment Distribution Program

Updates: How Maryland Relay is Staying Connected During COVID-19

- Advertising
- Webinars
- Mailings
- Promotion of our Maryland Relay Partner program and other programs
- Staying in touch with current community partners and contacting potential partners including fellow state agencies
- Currently, we cannot confirm when in person events and large events will resume, but our Outreach Coordinators are working very hard to stay busy



Updates: Summer 2020 Newsletter

At this time, we are unsure of when it will be released because we are waiting for the finalization of our new logos; however, the topics will include:

- MD Relay Move to Department of Disabilities–new logos
- Welcome Travis Dougherty, New Maryland Relay Manager
- Welcome Donna Broadway-Callaman, New Manager of Community Outreach
- New Hamilton Contract
- Hamilton Relay Scholarship Winner
- BHSM Award Winner 2020
- Webinars–promote their availability, topics, and upcoming dates
- Maryland Relay Partner–updated program overview, remote training available, and offer to retrain current partners
- GABTR Member Profile–Lori Markland
- Remote Conference Captioning now available (no information currently on website)
- MAT Program–updates on applications/ evaluations during COVID; any new equipment
- Customer Corner–Using Zoom with Relay
- GABTR Meeting Recap



Questions?



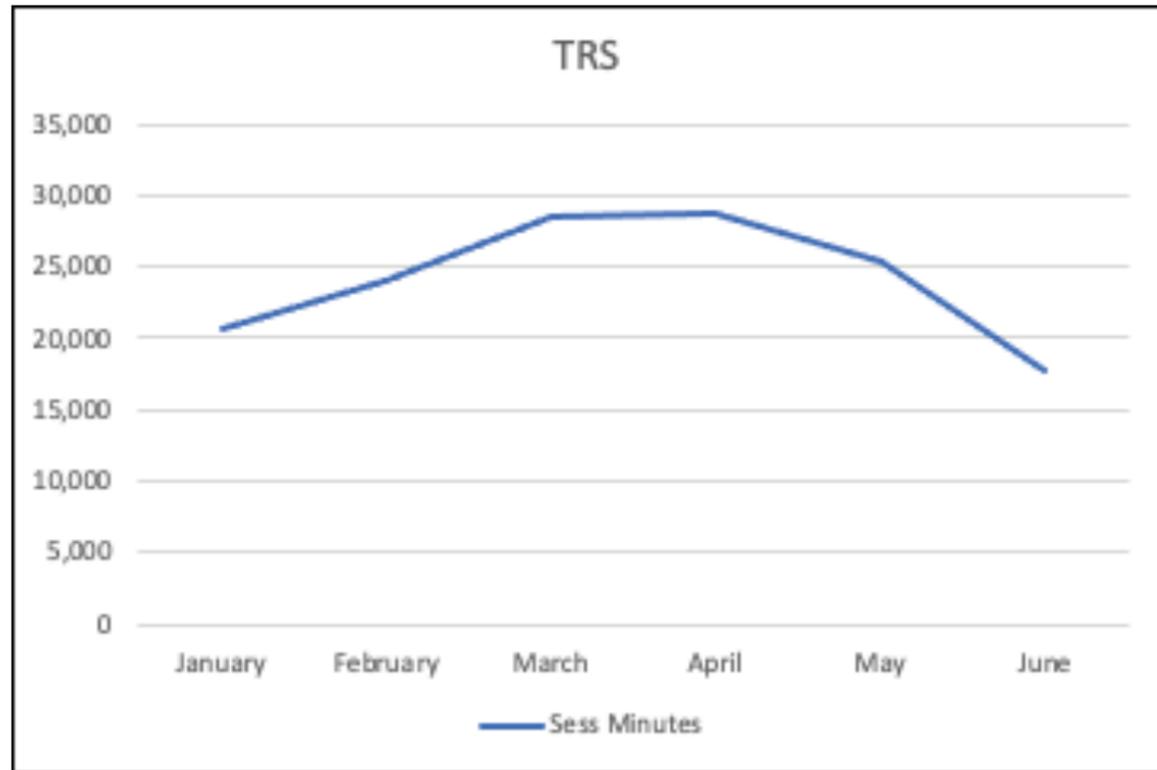
Hamilton Relay Updates

March 16, 2020 Temporary Waiver COVID-19 Pandemic

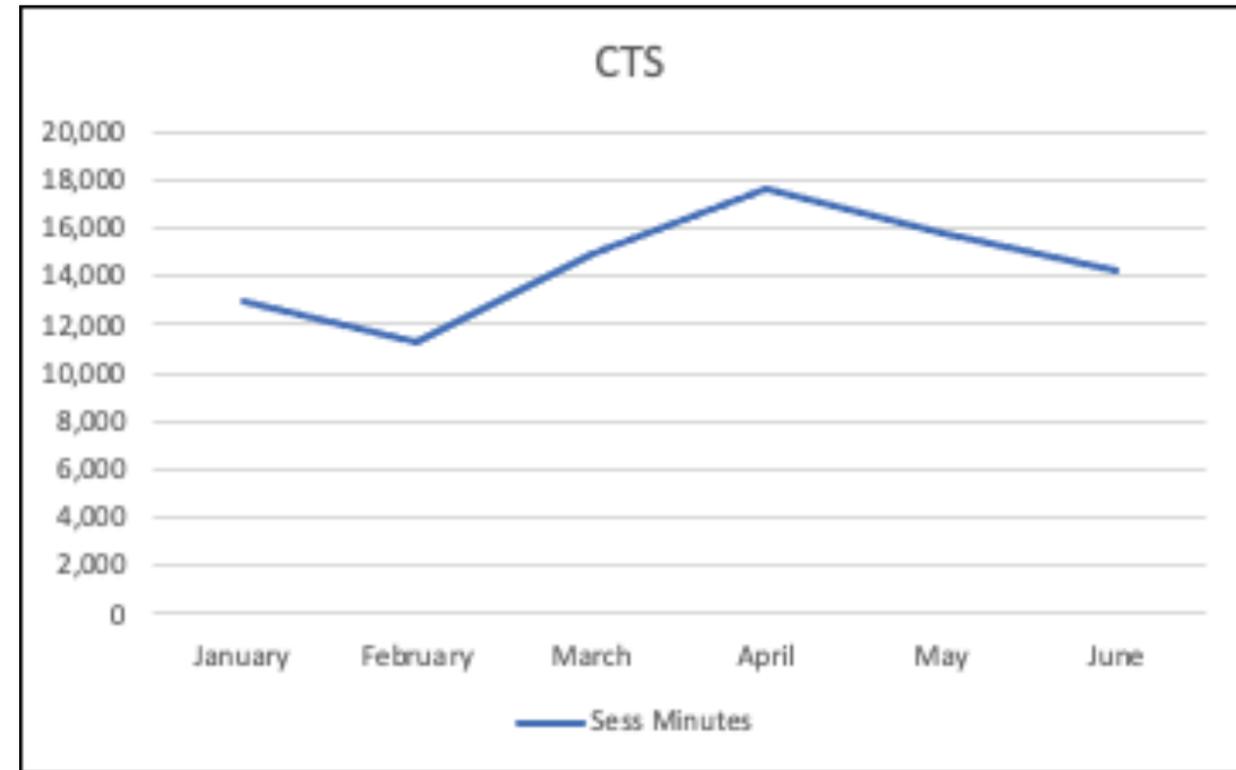
Due to the recent sharp increase in TRS traffic and the continuing challenge of maintaining CA staffing during this national emergency:

- The FCC waived, from March 1, 2020 through May 15, 2020, the requirement that TRS providers answer 85% of calls within 10 seconds daily, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds monthly.
- On May 15, 2020, the FCC extended the waiver through June 30, 2020.
- On June 22, 2020, the FCC extended the waiver through August 31, 2020.

Maryland COVID-19 Call Volume Increases



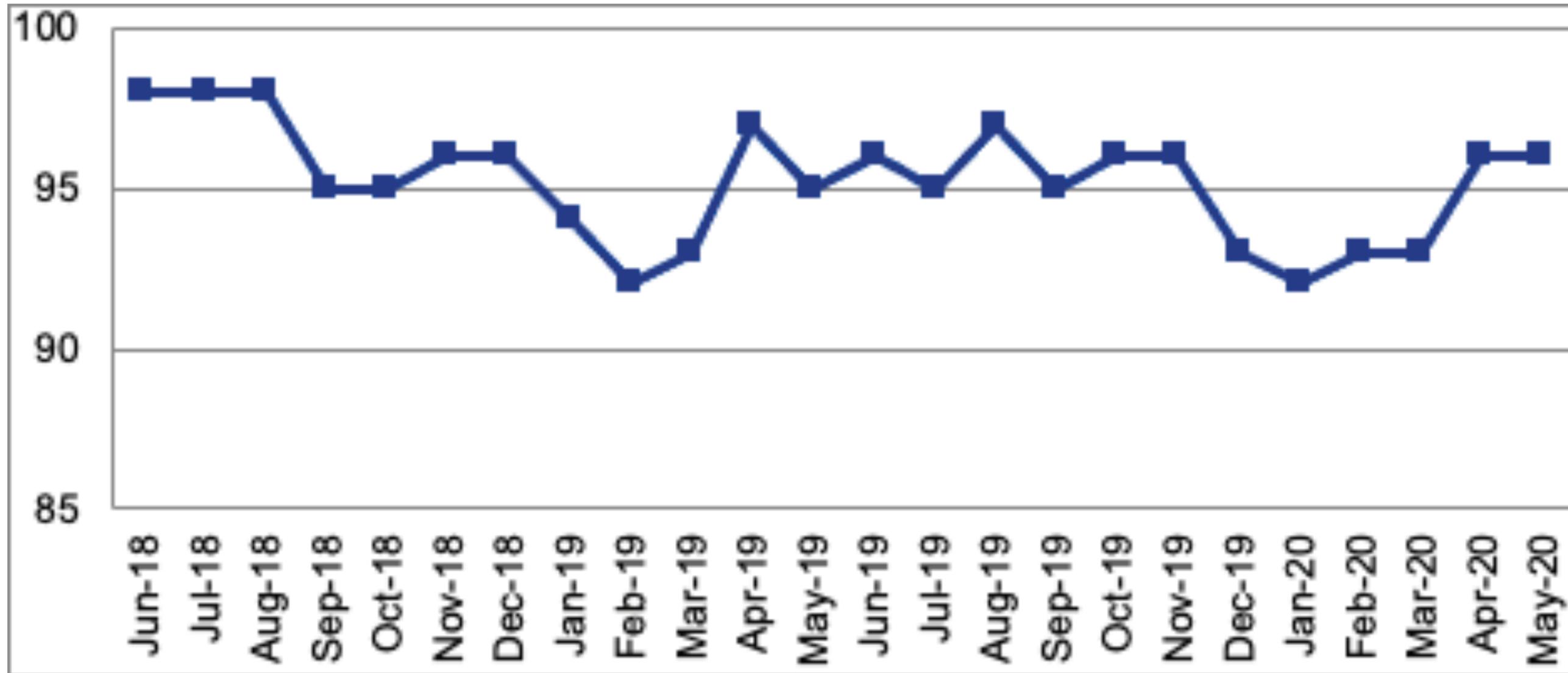
June Session Minutes: 17,696
May Session Minutes: 25,478
April Session Minutes: 28,701
March Session Minutes: 28,530
February Session Minutes: 24,056
January Session Minutes: 20,649



June Session Minutes: 14,233
May Session Minutes: 15,848
April Session Minutes: 17,564
March Session Minutes: 14,873
February Session Minutes: 11,225
January Session Minutes: 12,963

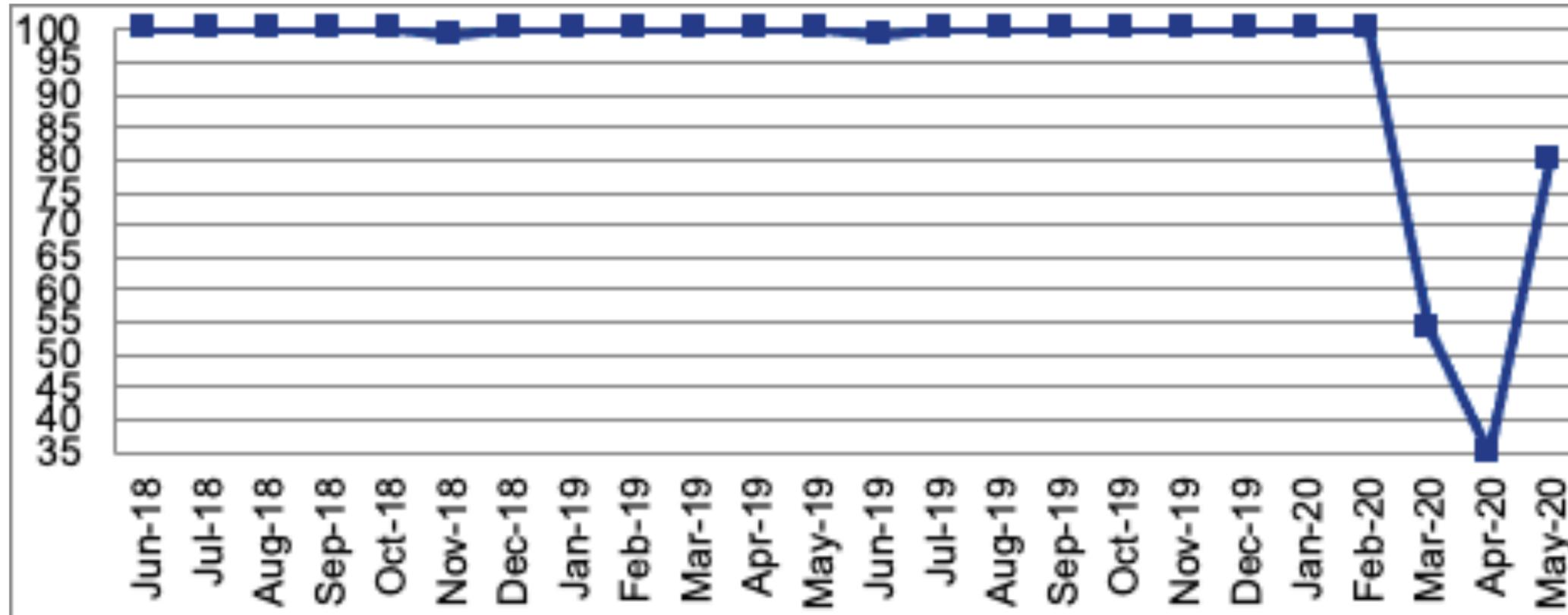
Maryland TRS

Percent Answered in 10 Seconds



Maryland Captioned Telephone

Percent Answered in 10 Seconds



Hamilton has consistently satisfied the 85% in 120 seconds standard.

March: Hamilton answered 96% of Maryland CTS calls and 100% of Maryland TRS calls within 120 seconds

April: Hamilton answered 92% of Maryland CTS calls and 100% of Maryland TRS calls within 120 seconds

May: Hamilton answered 99% of Maryland CTS calls and 100% of Maryland TRS calls within 120 seconds

Maryland TRS

Customer Care Contacts

	MARCH	APRIL	MAY
Technical	1	0	0
General Information	9	11	9
Equipment	5	6	2
Customer Profile	2	1	1
Outreach	0	0	0
Service Complaints	0	0	0
External Complaints	1	0	0
Wrong Number/Hang Up	55	120	88
Compliments/Commendations	0	0	0



Maryland Captioned Telephone

Customer Care Contacts

	MARCH	APRIL	MAY
Service	6	6	0
Technical	0	0	0
Product	0	0	0
Billing	0	0	0
Set Up	0	0	0
Info/Referral/Ed	2	0	0
Other	0	0	1



COVID-19 Outreach Update

- Our outreach team has embraced **virtual technology** in order to continue educating consumers, businesses, and the general public
- We have spent countless hours brainstorming, researching new markets, and maintaining relationships while teleworking— including **finding new ways to connect with organizations** that canceled events because of the pandemic
- Our outreach team coordinated resident care packages to senior living communities, along with treats for their staff

Outreach at a Glance

- April- June outreach has included **11 Networking events and 12 Webinars**
- Celebrated Hamilton's **Scholarship winner** and **Better Hearing and Speech Month winner**
- Currently seeking nominations for **Hamilton's Deaf Leadership Award**



Questions?

Thank you!